

## **TECHNOLOGY SPECIALIST**

### **DISTINGUISHING FEATURES**

The fundamental reason the Technology Specialist exists is to provide first line technical support to various City departments. Work is performed under the supervision of a department director, manager, or supervisor. This position is the beginning of the departmental technical series. The Technology Specialist is responsible for having a basic understanding of departmental business needs and for maintaining departmental websites.

### **ESSENTIAL FUNCTIONS**

Provides first line technical support for PC-based applications within a department. Acts as a first contact for departmental staff to troubleshoot technical questions and issues.

Maintains department web sites making sure the sites are current and provide accurate information. Publish new information when necessary.

Train new employees on various computer applications. Provide on-going training as necessary.

Automate miscellaneous processes based on requests. Develops solutions using Access, Word or Excel. Support and revise existing MS Office reports when necessary.

Track and maintain all division hardware/software. Update inventory databases as changes are completed. Provide hardware and software installations. Coordinate with Information Systems when moving equipment.

Generates new reports from existing applications when needed or requested.

Other duties as assigned.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge, Skills, and Abilities**

##### **Knowledge of:**

Microsoft Office applications.

Working knowledge of specialized computer software systems used in the department served including reporting capabilities and data security procedures.

Working knowledge of computer hardware including printers, terminals, keyboards and CPU units.

##### **Ability to:**

Solve basic problems with word processing, spreadsheet, database and/or system software and hardware.

Assist in the installation of hardware and software with IS oversight.

Analyze common operating problems of software and hardware.

Communicate effectively and courteously both orally and in writing to customer requests on the phone and in person.

Comprehend and makes inferences from written material and verbal instructions.

Operate a variety of standard office equipment using continuous and repetitive arm, hand, and eye movement.

Move heavy objects weighing up to 20 pounds.

**Education and Experience:**

Any combination of training, education, and experience equivalent to two years of experience working with MS Office applications and problem resolution of such software in a support role.

**FLSA STATUS: Non-Exempt**

**HR ORDINANCE STATUS: Classified**